

# Hurricane Katrina Update

**New**

# Direction

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## SSC NOLA Customer Support Center Nominated for Two Awards

The SSC New Orleans Customer Support Center (CSC) has been nominated for two major Government Customer Support Conference and Expo Awards (GCSEA) in 2006.

The CSC will compete with other government and state agencies in the areas of Teamwork and Overall Excellence. They are the only team nominated in two categories this year. In 2005 the SSC New Orleans CSC was nominated for the Customer Focus category.

The Government Customer Support Conference and Expo will be held in Arlington, Virginia from June 14-16, 2006. The conference was established five years ago to advance federal, state, and local government contact centers, help desks, and service portals.

The goal of the conference is to revolutionize the service and support business by sharing information on industry best practices through people, processes, information, and technology. The SSC New Orleans CSC has participated in this conference enabling them to take what they have learned and advance their services.

The winners of the awards will be asked to participate at the 2007 GCSEA and to provide practical, actionable information on strategy, vision, and execution. Simply being the only organization nominated for two categories is a great achievement. The SSC New Orleans CSC team should be especially proud to be nominated this year for all of their extraordinary work throughout 2005 and especially maintaining superior quality of service during the extraordinary times following Hurricane Katrina.

**If you have information or photos you'd like to submit for consideration in the newsletter please send to [maria.tolleson@navy.mil](mailto:maria.tolleson@navy.mil).**

# Mingo Holds All Hands at SSC NOLA

By Maria LoVasco Tolleson  
SSC NOLA Public Affairs Officer

CAPT Fred Mingo, SSC New Orleans Commanding Officer, held the first on-site post-Katrina All Hands in March with those personnel now working at the facility.

Employees located at the two New Orleans bases, Slidell, Stennis, Fort Worth, Pensacola, and Millington participated via teleconference.

He spoke first about the command's transition to the new Manpower, Personnel, Training, and Education (MPT&E) organization. "We've been given the green light to form the Information Technology Support for this large merged organization," he said. "We'll be known as the Information Technology Services Command."

He said the SSC New Orleans would become part of an Echelon III Command headquartered in New Orleans, with centers in Pensacola, Florida; Norfolk, Virginia; Great Lakes, Millington; and San Diego, California supported out of New Orleans.

SSC New Orleans currently has two "bosses" he explained. RDML Michael Bachmann, SPAWAR Commander, and Mr. Murray Rowe, MPT&E CIO (Chief Information Officer) and Deputy, Navy Personnel Command. "I've been busy orchestrating meetings and events in anticipation of the October merger," Mingo said.

He spoke about the challenges the command faced after Hurricane Katrina.

"After we overcame the hurdle of finding everyone and re-establishing communication, we continued with the business of supporting the war fighter," he said. "There isn't a good understanding outside of this command of the environment we're working in. Because we're accomplishing our mission,



**CAPT Fred Mingo addresses the workforce at SSC New Orleans in the first Post-Katrina All Hands held at the facility. The All Hands was held in an unfinished, uncarpeted first floor wing of Building 3. He spoke about the organization's realignment to the MPT&E organization in October, and answered questions about the future of the command, the ongoing restoration of the buildings, and Navy lodging. Personnel not working at the SSC New Orleans site participated via teleconference.**

there's not a clear understanding of everything we're trying to balance here, our personal situations notwithstanding."

He thanked the assembled employees for their efforts over the last several months. "For what you've put up with, and continue to put with. It's been truly remarkable," he said.

Mingo revealed that his two-year stint as commanding officer would end in the August timeframe.

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## **All Hands (continued)**

"If there's a captain out there in the Navy who wants an exciting opportunity – he or she just missed it," he said to laughter.

He reminded folks to submit their stories and memoirs to the Public Affairs Office for an SSC New Orleans Katrina scrapbook. He then opened the floor to questions. The first one dealt with the status of the facility restoration. Dennis Pigg, Restoration Project Manager answered.

"The contract calls for all work to be completed by 13 June," he said. "The move back into the buildings will take place on a floor by floor basis. And in some cases, you may not necessarily be moving back into the same spaces."

He said the staff and department heads used this opportunity to pull teams together and maximize the efficiency of the floor layout and design.

Added Mingo, "It's actually quite exciting to be on the ground floor of this rebuilding."

Another employee suggested the command try to plan some social events, albeit small scale, for the purpose of relieving stress and restoring the unity and cohesion of employees that were scattered for so long. Mingo agreed and asked volunteers to come forward with some ideas and initiative.

He dispelled the rumor that those employees living in the Hampton Hotel

would need to be out by 17 March, citing that they actually had until the 23<sup>rd</sup>.

"At that point, NSA will either accommodate you at Algiers or Belle Chasse," he said. "If you're offered housing you must take it or leave it. If you choose not to accept what's offered, your name will come off of the housing list."

He said another option was housing at UNO, but the date for trailer occupancy on campus has slipped several times and would probably slip again.

Another employee asked about the integrity of the new roofs being placed on the buildings. While the UNO Research and Technology Park did not flood after Katrina, water entered the buildings when high winds tore off sections of the roofs.

Pigg stated that engineers had redesigned the roofs and that additional coatings were applied to prevent future failure. He mentioned that Building 1, which is a newer building, had been built to different codes, and its roof held up during the storm.

Mingo addressed preparations for the upcoming hurricane season, stating that a team has been meeting since the hurricane, and they have addressed lessons learned and COOP (Continuance of Operation Plan) lessons.

"We've executed COOP for several storms recently," Mingo said. "Ivan, Dennis, Katrina, and Rita, and we've gotten smarter with each one."

## **Hurricane Awareness Training Offered at NSA New Orleans**

Unfortunately, the 2006 Hurricane Season is less than three months away and the time has come to begin preparing for this year's season. In preparation for this season, the Naval Support Activity will conduct Hurricane Awareness Training on the West Bank in Algiers at the Base Chapel (formerly the Big Easy Bistro), during the following times:

Monday, 3 April, 1:00 p.m.

Tuesday, 4 April, 1:00 p.m. and 6:00 p.m.

Wednesday, 5 April, 6:00 p.m.

Thursday, 6 April, 1:00 p.m. and 6:00 p.m.

Friday, 7 April, 9:00 a.m.

This training is not mandatory, but if you feel that additional training is necessary for you and your family, you are encouraged to attend with your spouse.

It is important that evacuation plans are updated, individual situations are re-evaluated, and preparations are made in advance. As part of your hurricane plan, make sure your supervisor has all of your contact information and evacuation destination.

The SSC New Orleans will again take part in the Annual Hurricane Exercise (HURREX). This year, HURREX 06 will begin on April 24 and continue through May 5.



# SSC NOLA Building Restoration

By Maria LoVasco Tolleson, SSC NOLA Public Affairs Officer



(left) This floor in building 4 is still undergoing the decontamination process. The floor and ceilings are "zipped" and dryers recycle air through the ducts and down the stairs or out of a window that's been removed.



(top right) Employees of the Customer Support Center work out of the Systems Management Center on the 5<sup>th</sup> floor of Building 3. These employees have returned to the New Orleans area, but several other Help Desk employees are still working at Fort Worth, Texas.



(bottom left) The back corridor in Building 4 leading to the elevator banks is in the decontamination phase.

(bottom right) This floor in building 2 has been decontaminated, and the sheetrock has been replaced. The floors are being renovated according to a priority list.



# ***2006 Department of the Navy Objectives***

The Secretary of the Navy, the Chief of Naval Operations, and the Commandant of the Marine Corps have identified and released this year's Department of the Navy Objectives.

## **1. Optimize the workforce.**

- Attract and retain the proper mix of high quality people.
- Take care of returning Marines and Sailors and their families.
- Implement National Security Personnel System Spiral 1.
- Develop, groom, and deploy innovative leaders at all DoN levels.

## **2. Aggressively prosecute the Global War on Terror (GWOT).**

- Provide COCOMs with skilled combat forces and anti-IED tools.
- Optimize the Naval contribution to SOF and implement the Marine Corps Special Operations Command.
- Develop and expand the Navy Expeditionary Combat Command.
- Continue to develop and expand the Navy Expeditionary Combat Command to include its interdependence with the Marine Corps.

## **3. Build the Navy-Marine Corps (NMC) Force for Tomorrow.**

- Strengthen the NMC role in the Joint/Interagency Team, emphasizing our access, persistent presence, and small footprint.
- Establish a Shipbuilding Plan, with the consensus of the administration, Congress, and contractor teams, for the right type and the right number of ships.
- Establish/implement USMC modernization and reconstitution programs.
- Continue developing our contribution to HLD/HLS; bring multi-national and commercial maritime support into Maritime Domain Awareness.

## **4. Emphasize Safety. Manage risk to improve mission effectiveness and to safeguard our people and resources.**

- Reduce baseline mishap rates by 75% by the end of FY2008.
- Establish a corporate risk management and mitigation strategy; ensure DoN managers use risk-based planning and problem solving.

## **5. Reinforce ethics as a foundation of conduct.**

- Continue emphasis on training of ethics counselors.
- Teach and enforce ethics and standards of exemplary conduct consistently, starting at the earliest career stages.

Each objective has been assigned to a lead organization, which will team with supporting organizations to build a course of action and applicable metrics, and to submit monthly reports to document progress towards our goals throughout 2006.

"Success in [the 2006 Objectives] will improve the lives of Sailors and Marines, increase the effectiveness of the entire Department, and result in greater security for our Nation. The objectives are not intended to be a comprehensive list of all that needs to be done in the Department, but the list does reflect our consensus on areas we personally intend to track to achieve the desired effects this year," said the Honorable Donald C. Winter, Secretary of the Navy.

# Mingo Holds Teleconference for Contractors

By Teresa Leger  
SSC NOLA Public Affairs Office

SSC New Orleans Commanding Officer, CAPT Fred Mingo, held a teleconference on March 20 for contractor personnel. All contractors were encouraged to call in and receive up to date information on a variety of issues affecting the command.

Returning to the SSC New Orleans facilities was one of the topics Mingo addressed. He confirmed that the goal is still to return to the facilities in early summer. He announced that some of the Customer Support Center (CSC) personnel have returned to the facilities and are working out of the Systems Management Center on the fifth floor of Building 3. Others remain in Ft. Worth, Texas.

In order to accommodate more personnel in the trailers located in the front parking lot of the facilities, some personnel have moved into Building 1 where they are working via wireless NMCI laptop computers.

Mingo stated that as areas become available, personnel will be moved into those spaces. The priority is to get the Customer Support Center, Computer Operations, and NSIPS and DIMHRS personnel back to the facilities. All issues regarding telephones and NMCI connectivity should be resolved before personnel return.

It is possible that personnel may not return to the same spaces they left, explained Mingo. The command is taking

advantage of this opportunity to locate departments in the same areas.

He put contractor personnel's minds at ease as he explained that the buildings have been approved for reentry by an industrial hygienist assigned by the state of Louisiana, and that no items that were removed from the facilities will be allowed back in to prevent recontamination.

Documents will be scanned as needed and maintained in electronic format. Hopefully all personnel have retrieved their personal items from the first floor of the parking garage. If anyone has not, please do so as soon as possible.

Mingo also addressed the SSC New Orleans' transition to the new Manpower Personnel Training and Education (MPT&E) organization. The command is already supporting the transition which is to be completed before the start of the next Fiscal Year in October 2006.

The SSC New Orleans will be an Echelon III command under the new MPT&E organization with headquarters in New Orleans and field activities in Pensacola, Florida; Norfolk, Virginia; Great Lakes, Michigan; and San Diego, California. The SSC New Orleans' proposed new name is the Information Technology Services Command.

The SSC New Orleans is currently working with BUPERS, NETC, and NMCI to establish common processes. This will enable a smoother transition to the MPT&E working environment.

[Continued](#)

## Important Numbers and Web Sites

- Navy Global Distance Support Center (to update your location and contact information), 1-877-418-6824, Option 2 or [www.anchordesk.navy.mil](http://www.anchordesk.navy.mil)
- BUPERS 24-hour Helpline, 1-877-414-5358
- Safe Haven Orders, 1-866-239-0303
- 24-hour Support Hotline, 1-800-677-5327
- SSC NOLA Executive Officer, 1-850-452-5810
- Per Diem Rates <https://secureapp2.hqda.pentagon.mil/perdiem/perdiemrates.html>
- FEMA, 1-800-621-3362 or [www.fema.gov](http://www.fema.gov)
- Red Cross, [www.redcross.org](http://www.redcross.org)
- DOD Civilian Personnel Management Service: Hurricane Information for DOD Civilian Employees and Annuitants, <http://www.cpms.osd.mil/hurricaneinfo/index.htm>
- Civilian Employee Assistance Program, 1-800-677-LEAP
- Federal Tax Relief, [www.irs.gov](http://www.irs.gov), select "help for hurricane victims"
- Guidance for Navy and Marine Corps Personnel in Hurricane Disaster Areas - <http://taskforcenavyfamily.navy.mil/Content/RecoveringFromADisaster-Final.pdf>



# CAC and PIN Required by DoD

To improve network security, the Department of Defense (DoD) has mandated the use of the DoD Common Access Card (CAC) and associated Personal Identification Number (PIN) on all unclassified networks. This includes NMCI (Navy Marine Corps Intranet).

This mandate will be implemented on the NMCI network in the upcoming months. All NMCI users will be required to log on to their account using only their CAC and associated PIN. The current process for logging on will be phased out and users will no longer be able to log on with their NMCI username and password.

Cryptographic log on (CLO) which requires the use of a CAC and PIN will be implemented in a phased approach for laptop and desktop users. Following implementation, there will be a grace period of ten business days during which you will be able to log on to your account using either your CAC and PIN or your NMCI username and password. Users' CAC and PIN will be required after the grace period expires. It will then become the only way to log on to the NMCI network.

Remote users will still need to use their username and password to gain remote access to NMCI email through Outlook Web Access.

Implementation of the CAC and PIN

process will begin in April and continue until July 2006. While the implementation is the responsibility of the NMCI Program Office, individual commands must ensure that all users are prepared. This could include resetting CAC PINs or verifying the CAC contains the required digital certificates for users. The NMCI Help Desk cannot assist in resetting CAC PINs or installing certificates.

To ensure that you are prepared to log on using only your CAC and PIN, you should complete the following three steps.

1. Identify whether your NMCI seat has a CAC reader. If you suspect that your seat does not have a CAC reader, you should immediately contact your IT point of contact or CTR and the NMCI Help Desk.
2. Perform any necessary maintenance on your CAC. This maintenance includes, if necessary, unlocking the CAC, resetting your PIN, and installing the proper Public Key Infrastructure (PKI) digital certificates required for full PKI functionality. To determine whether maintenance is needed for your CAC and how to perform the maintenance, you should perform the steps listed in the CAC Quick Reference Guide at [http://www.homeport.navy.mil/downloads/med~support~downloads~PKI\\_CAC~CAC.pdf](http://www.homeport.navy.mil/downloads/med~support~downloads~PKI_CAC~CAC.pdf)

[OOTWJELZFYBPJVOS1CAC.pdf](#).

3. Complete PKI and CAC training. All users should familiarize themselves with PKI capabilities, policies, procedures, and other resources available on the NMCI Homeport User Information Pages (<http://homeport/userinfo/userinfo.asp>), EDS NMCI User Information (<http://www.homeport.navy.mil/support/>), and the NavyINFOSEC PKI (<https://infosec.navy.mil/PKI/>) websites. You should also take the computer-based eLearning course "NMCI Information Security: PKI and CAC" available on the NMCI Homeport User Training/Resources ([http://homeport/user\\_training\\_resources.asp](http://homeport/user_training_resources.asp)) website.

By completing these three steps as soon as possible, you will enable a smooth transition to CAC and PIN log on and assist in maintaining the security of the network.

If you have questions regarding the CAC card itself please contact Ernest Mitchell, Physical Security at (504) 697-1506.

If you have questions regarding Information Assurance, please contact Karon Franks, Assistant Information Assurance Manager, at 504-697-1017 or 504-697-1018.

# **First Blood Drive Since the Storm**

## **BLOOD DRIVE**

**Thursday**

**April 13, 2006**

**1000 a.m. to 2:00 p.m.**

### **Bloodmobile in Parking Lot at SSC New Orleans**

Please contact Debbie Mitchell at 504-697-7077 to sign up. This will enable the Blood Center of New Orleans to provide adequate staff and supplies.

For potential donors working at the Port, a blood drive will be held in the Port o' Call on Wednesday, April 19

## **Mail Delivery Returns to SSC NOLA**

The delivery of all incoming SSC New Orleans command mail has resumed. There are still no provisions in place for outgoing mail. Incoming mail will be sorted by trailer and alternate worksite location. It will then be available for pick-up at the SSC New Orleans facilities in Trailer 1. Please appoint a runner to go to Trailer 1 daily to pick up any mail for your occupants.

Mail for personnel currently working at the Pensacola, Florida; Millington, Tennessee; and Fort Worth, Texas sites will be held until those personnel return to SSC New Orleans. If a government check arrives for you, you will be contacted.

## **Teleconference (continued)**

Mingo also announced his retirement. He will retire after 27 years of service. A Change of Command is scheduled for late August. However, his replacement has not been named as of yet.

RDML Michael Bachmann is the new SPAWAR Commander. He will be in New Orleans for his first visit on April 7.

A question was posed regarding the use of trailers located at the University of New Orleans facilities. Any personnel that meet the basic FEMA eligibility for housing assistance will be eligible for one of the trailers. John Kondas has compiled a list of both government and contractor personnel in need of trailers. This information is provided to UNO. The SSC New Orleans is not determining eligibility, FEMA is.

The first phase of the trailer park is being occupied right now. The SSC New Orleans was allotted 8 trailers out of the first 158. No information has been provided on the second and third phases of the park which will accommodate approximately 400 more trailers.

Mingo stated that there has been a tremendous amount of positive feedback regarding the SSC New Orleans' continued support of our customers during this tragedy. SSC New Orleans personnel should be proud of the job they have done especially while having to overcome overwhelming personal tragedy. CAPT Mingo thanked each person for their support and dedication to the mission of the command over the past six months. He said while he has been featured in several news articles and magazines, all of the accolades and awards are due to the SSC New Orleans workforce and each person should be proud of his or her accomplishments.